



Code of Conduct ~

Our Code of Conduct clarifies the standards of expected behaviour and affirms WEDCO's belief in responsible social and ethical behaviour from all transportation providers to the West End Port.

WEST END PORT CODE OF CONDUCT POLICY



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Overview

This Code of Conduct Policy provides the framework of principles for conducting business at the West End Port along with guidelines on how to manage visitors and other transport providers; in addition to outlining the responsibilities of all transportation providers to ensure the safety and comfortable journey for all visitors to Dockyard. It does not replace legislation, and if any part of it is in conflict, then legislation takes precedence.

This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be considerate and respectful of the environment and others

All transport services providers are required to have read and be familiar with the rules and regulations listed below. In addition, abide by the rules and regulations to conduct business out of the West End Port.

West End Port Principles

- Drivers shall treat passengers with dignity, courtesy, and respect.
- Drivers shall behave without prejudice and be impartial, tolerant and courteous in their interactions with passengers.
- Drivers should be honest at all times and always behave in a professional manner.

West End Port Hours of Operation

- Port Gate will be open from 6:30am until 10:00pm daily.
- No traffic will be allowed between 8:00am-11:00am to Kings Wharf and during the first three hours of the arrival of a ship.
- Vehicles will only be permitted for "Drop Off's" during Port restricted hours. This period will be limited to 10 minutes.
- Overnight parking and sleeping are prohibited.

Dress Code

Drivers must adhere to the professional standard of dress which has been clearly laid out by the Transport Control Department. For example flip flops, sandals and dropped pants are prohibited.

Expectations

- Drivers will follow all instructions given by the West End Port Transportation Coordinators.
- Drivers must maintain a neat, clean personal appearance.
- Drivers must ensure quality service is being provided.
- Drivers must be polite and professional.
- Drivers must be medically fit to drive at all times.
- West End Port Authorities will not facilitate transportation to drivers that are suspected to be under the influence of drugs or alcohol and will report the matter to the police.
- All minibus and taxi vehicles should be operable, cleaned and presentable, both inside and outside, at all times. Vehicles that violate the TCD regulations will be prohibited from conducting business out of the West End Port until defects are addressed.
- All vehicle operators are prohibited from soliciting business in the GTA unless otherwise approved (i.e. Tour Operators).
- All vehicle operators must have their drivers ID visible and Company name (minibuses) clearly displayed.

Acceptable Physical Conduct

- Assist a person who has difficulty walking.
- Help an older person get in and out of a vehicle.
- Drivers must ensure that they ask the person first, and keep physical contact to a sensible minimum.

Unacceptable Behaviour

- The use of electronic devices when passengers are embarking vehicles; full concentration should be on the passenger.
- The use of profanity and/or offensive language in the GTA.
- Confrontation with other transport operators or with the West End Port Transportation Coordinators.
- Not wanting to take short trips/fares.

For enquiries or more information, contact:

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